

COVID-19 (coronavirus) Update

16 March 2020

Initial Advice

We would like to acknowledge the significant impact the coronavirus (COVID-19) is having on communities and individuals across the world.

We have plans in place for these challenging times and will be guided by advice provided by the Federal Government and the Victorian Department of Health & Human Services.

We will continue providing homelessness, private rental and housing support from each of our four offices and through outreach, as well as services for renters in our properties, but we may have to do this in a different way. We will always put the health and safety of our staff and our clients first.

When you visit our office, you will need to observe some guidelines set out in the posters below. This includes the need to wash your hands thoroughly and observe a 1.5 metre distance from other people, including our staff and receptionists.

If you have any of these symptoms:

- Fever
- Sore throat
- Cough
- Shortness of breath

AND you have recently travelled overseas OR you had close contact with someone diagnosed OR suspected of having coronavirus, then please let us know so we can make other arrangements to help you, like a telephone service in place of face-to-face meetings.

If you don't have means to call us (no phone credit, no working mobile), keep the 1.5m distance and let our reception staff know so we can provide you with temporary telephone access for your appointment.

We will find a way to provide you with a service and we will keep everyone who uses our service along with our staff, safe from the spread of COVID-19.

As the impact of coronavirus continues to grow in Victoria, we encourage you to seek out reliable and up-to-date information about reducing the spread and when you should seek further medical assistance. You can get essential information on coronavirus from <https://www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19> or by calling the coronavirus hotline on 1800 675 398.



PLEASE READ
BEFORE ENTERING
THE WAITING AREA

! IF YOU HAVE **ANY** OF THESE SYMPTOMS:

- FEVER
- SORE THROAT
- COUGH
- SHORTNESS OF BREATH

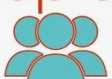
AND you have recently travelled overseas
OR you had close contact **with someone**
diagnosed OR suspected of having
CORONAVIRUS



Please **don't come inside.**

Call us on **03 5833 1000** and we will
provide a service by 



If you can't access a phone **keep a**
1.5m distance from others 
and let reception staff know so we can
make arrangements for you.



For more information please call the
Coronavirus Hotline on 1800 675 398

THANK YOU FOR YOUR
COOPERATION

BEYOND
HOUSING



STOP THE SPREAD



Handwashing and good hygiene will prevent the spread of coronavirus.
ON ARRIVAL: Please wash your hands with soap in our bathroom.

CLEAN HANDS SAVE LIVES

6 steps to successful everyday hand washing



1 Rub hands palm to palm.



2 Rub hands palm to palm with fingers interlaced.



3 In a circular motion rub the tips of fingers in the palm of the opposite hand.



4 Clean thumb by holding it in the other hand and rotating.



5 Interlock fingers and rub back of fingers on opposite palms.



6 Rinse hands with water.

PROTECT YOURSELF & THOSE AROUND YOU



STAY AT HOME IF YOU'RE UNWELL



AVOID TOUCHING YOUR FACE, NOSE AND MOUTH



STAY 1.5 METRES AWAY FROM PEOPLE WHO ARE COUGHING OR SNEEZING



COVER COUGHS AND SNEEZES



WASH HANDS REGULARLY

THANK YOU FOR YOUR COOPERATION